Customer Experience & Service Performance Committee

FEBRUARY 15, 2024
9:00am

CHAIR: MR. JOHN VALLE
MEMBERS: MR. CHUCK RECTOR, MR. VINCE RUBINO, MR. MARK DERRIG, AND MS. RENEE GREENE
ITEM 1: CALL TO ORDER

ITEM 2: APPROVAL OF MINUTES FROM THE JANUARY MEETING

ITEM 3: SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire
- KPIs (Page 3)

Maintenance Report | Eric Scott
- KPIs (Page 3)

Operations Report | Jamie Saylor
- KPIs (Page 3)

ITEM 4: RESOLUTIONS FOR CONSIDERATION | Jarrod Hampshire
- Resolution 2024-02: A resolution authorizing the award of a three (3) year contract with Levinson’s Uniforms for the furnishing of Operator Uniforms (Page 4)

ITEM 5: OTHER BUSINESS
- Maintenance and Operations Facility Progress Update

ITEM 6: CALL FOR ADJOURNMENT
RESOLUTION 2024-02

A resolution authorizing the award of a three (3) year contract with Levinson’s Uniforms for the furnishing of Operator Uniforms

WHEREAS, advertisements for proposals were twice duly advertised on November 30th and December 7th, 2023 in the Akron Beacon Journal, as well as the procurement page on yourmetrobus.org, and opengov.com

WHEREAS, proposals were received by January 4th 2024 and evaluated by a committee of METRO team members

WHEREAS, the following firms provided proposals

Levinson’s Uniforms – Akron, Ohio
Galls, LLC – Lexington, Kentucky
Cintas – Canton, Ohio

WHEREAS, The current Collective Bargaining Agreement with the Transit Workers United allots each operator an allowance of $400.00 per year for uniform purchases

WHEREAS, METRO recommends Levinson’s Uniforms as having the best overall proposal

NOW, THEREFORE, BE IT RESOLVED, by the Board of Trustees of METRO Regional Transit Authority that:

1. The Chief Executive Officer/Secretary-Treasurer is authorized to execute a contract for the furnishing of Operator Uniforms to Levinson’s Uniforms
2. The estimated value of this contract over the three (3) period is $350,400.00, based on the budgeted number of operators
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

DATE ADOPTED: February 27th, 2024

______________________________
ROBERT DEJOURNETT,
PRESIDENT

______________________________
DAWN DISTLER,
CHIEF EXECUTIVE OFFICER/
SECRETARY-TREASURER
CALL TO ORDER

Mr. John Valle called the meeting to order at 9:00am.

APPROVAL OF MINUTES FROM THE JANUARY MEETING

Mr. Chuck Rector made a motion to approve minutes from the January meeting. The minutes were unanimously approved.

SUB-COMMITTEE REPORTS

Operator Retention Report | Jarrod Hampshire
KPIs were reviewed.

Maintenance Report | Jarrod Hampshire
KPIs were reviewed. A question was asked regarding the performance of the electric buses, and it was reported that even in frigid temperatures, the electric buses were able to perform all day, provided that they were charged overnight in a temperature-controlled environment.

Operations Report | DeHavilland McCall
KPIs were reviewed.
RESOLUTIONS FOR CONSIDERATION

RESOLUTION 2024-01 | Jarrod Hampshire

A Resolution authorizing the Chief Executive Officer/Secretary-Treasurer to award up to a (1) year contract for the purchase of Oil and Other Associated Bulk Fluids for 2024.

The resolution was discussed. A question was asked about the comparison of cost to last year’s bulk fluids purchase. It was reported that the cost had increased year-over-year.

Mr. Chuck Rector made a motion for the committee to recommend the resolution to the full board on January 30th. All present voted yes.

OTHER BUSINESS
Mr. Jarrod Hampshire gave an update on the upcoming maintenance and operations facility.

CALL FOR ADJOURNMENT

Adjourned at 9:10am

______________________________
DAWN S. DISTLER,  
CHIEF EXECUTIVE OFFICER/SECRETARY-TREASURER

________/_____/_____________
Date (MM/DD/YYYY)